

# YEAR END REPORT

## FY 2004/2005/2006/2007

<u>ACTIVE LICENSEES</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
<b>Temporary</b>	0	0	0	1
<b>Embalmers</b>	1156	1185	1099	1147
<b>Funeral Directors</b>	2473	2534	2331	2431
<b>Limited Funeral Directors</b>	0	0	11	12
<b>Funeral Establishments</b>	708	702	697	695
<b>Preneed Providers</b>	643	628	616	612
<b>Preneed Sellers</b>	357	350	348	348
<b>Retired Embalmers</b>	20	0	13	0
<b>Retired Funeral Directors</b>	49	0	39	0
<b>Deceased Embalmers</b>	13	0	13	6
<b>Deceased Funeral Directors</b>	32	1	28	11

*please note deceased as reported to us*

### APPLICATION PROCESS

FY2005 the Board received 224 applications for licensure, and issued 184 new licenses.

FY2006 the Board received applications for 104 funeral directors, 35 embalmers and 62 establishments

FY2007 184 applications: 2 limited, 104 funeral directors, 26 embalmers, 52 establishments. Licenses

Issued: 1 temp, 1 limited, 73 funeral directors, 26 embalmers, 51 establishments.

<u>EXAMINATION ADMINISTRATION</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
Missouri Law Examinations	139	144	144	81
State Board Arts Examinations	60	51	59	76
Embalmer Oral Examinations	0	17	21	22

<u>INSPECTIONS</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
Inspections	537	690	676	660
Violations	125	127	85	83

### MOST FREQUENT VIOLATIONS

License not displayed, Purchase agreements, Embalming Authorizations

<u>COMPLAINTS</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
Total Consumer Complaints	59	100	55	46
Board Has No Jurisdiction	4	3	1	0
Alleged Misconduct/ Misrepresentation/Dishonesty	9	7	3	1
Alleged Unprofessional Conduct	12	13	35	23
Alleged Violation of Chapter 436 RSMo	34	68	12	21
Unlicensed Practice	0	2	2	1
Not Timely	0	2	0	0
Fee Disputes	0	5	2	0

# YEAR END REPORT CONTINUED...

## COMPLAINT HANDLING

	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
Cases Referred to the Division for Investigation as Required in Chapter 436 RSMo	4	3	71	30
Cases Investigated and Referred to Attorney General for Action	14	16	13	19
Attorney General Issued Letter of Concern	5	2	0	0
Cases Investigated and Board Issued Letters of Concern	49	37	3	28
Cases Investigated/ Board Took no Further Action or No Jurisdiction	30	36	31	133
Cases Still Pending	30	43	59	67
Cases Investigated and Referred to Consumer Protection AG Office Discipline	0	56	9	3
Denials	0	0	0	1

## DISCIPLINE

	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
License Revocation	1	6	3	6
Licenses Placed on Probation	27	16	3	10
Licenses Suspended	10	4	0	4
AGO Court Ordered Suspension	0	0	1	0
Licenses Suspended per 324.010	0	35	0	0
Public Letter of Censure	22	4	0	0
Board Permanent Injunction	0	0	1	0
AGO Court Ordered Permanent Injunction	0	0	2	0

In FY2005, the State Board of Embalmers and Funeral Directors initiated 170 investigations based on inspections, complaints and failure to renew licenses. Based on these investigations, 16 cases were referred to the Office of the Attorney General for the filing of a complaint with the Administrative Hearing Commission, as well as 56 cases were referred to the Consumer Protection Section of the Attorney General's Office (AGO).

In FY2006, the Board initiated 182 investigations based on inspections, complaints and failure to renew licenses. Based on these investigations, 13 cases were referred to the Office of the AG for the filing of a complaint with the Administrative Hearing Commission, as well as 9 cases were referred to the Consumer Protection Section of the AGO.

In FY2007, the Board initiated 83 investigations based on inspections, complaints and failure to renew licenses.

Based on these investigations, 10 cases were referred to the AGO for the filing of a complaint with the Administrative Hearing Commission, as well as 3 cases which were referred to the Consumer Protection Section of the AGO.

## PRENEED SELLER ANNUAL REPORTING

	<u>Registered Sellers/Contracts</u>	<u>Total Face Value</u>
<b>2004</b>	24,180	\$97,852,248.66
<b>2005</b>	23,302	98,057,066.66
<b>2006</b>	22,004	96,029,847.12